

Documenting and Returning State Supplied Expired/ Spoiled Vaccine

North Carolina Immunization Branch
Webinar Training February 13, 2014

Documenting and Returning State Supplied Vaccine that has Expired or Spoiled

- **How to document expired/spoiled vaccine in the NCIR**
 - Vaccine Physically on Hand
 - Vaccine not on Hand
 - A combination of doses on hand and some that can not be located
- **How to return expired/spoiled vaccine to McKesson (new process)**

Documenting Expired or Spoiled State-Supplied Vaccine

There are 3 scenarios for documenting and returning state supplied Expired/Spoiled Vaccine:

1. Vaccine that IS physically on hand
2. Vaccine that is NOT physically on hand
3. Vaccine that is a combination of accounted and unaccounted doses

Documenting and Returning Vaccine That IS Physically On-Hand

This means that the vaccine you are going to document in the NCIR as Expired/Spoiled is physically located at your facility (counter/box)

Quick Notes

- ❖ After you document this vaccine as Expired in the NCIR, you will need to wait for the following items:
 - Wasted/Expired Form that will be faxed from the Immunization Branch with a specific tracking ID number for your vaccine
 - Shipping Labels from McKesson (they will come through the mail)
- ❖ You will then ship the Expired vaccine back to McKesson

Documenting and Returning Vaccine That IS No Longer Physically On-Hand

This means that the vaccine that shows up as Expired in the NCIR is no longer located at your facility.

Quick Facts

The most common reasons for this discrepancy are:

- Vaccine was administered physically but not documented in the NCIR
- An immunization (from an earlier date) was deleted from a shot record and can not be found in the physical inventory

These doses are considered unaccounted doses so please remember to document all doses administered into the NCIR

For this scenario THE ONLY THING you need to do is contact the NCIR Help Desk at 877-873-6247 and ask them to remove the vaccine from inventory.

Documenting Vaccine that is a Combination of Accounted and Unaccounted Doses

This means that some of the vaccine that shows up as **Expired/Spoiled** in the NCIR is physically located at your facility and some of the doses cannot be located.

Quick Facts

The most common reasons for this discrepancy is the vaccine was administered but not documented.

For this scenario, there is a two step process:

1. Document the transfer in the NCIR for the **ACTUAL** number of doses that you physically have on hand. You will do this through the Transfer All Expired function. *(Instructions for this process are coming up on the next slide)*
2. Call the Help Desk and ask them to remove the remaining unaccounted doses from your NCIR inventory.
3. Ship the Returnable vaccine to McKesson (with required labels)

Documenting Expired/Spoiled Vaccine in the NCIR That IS Physically On Hand

NOTE: It's a good idea to go ahead and count your expired vaccines before you begin the process to document them in the NCIR. This helps ensure that the physical count of vaccines matches what the NCIR reports your facility as having on hand.

The screenshot shows the NCIR web interface. The sidebar on the left contains the following links:

- Maintenance**
 - manage users
 - manage sites
 - manage clinicians
 - manage physicians
 - manage schedules
 - manage schools
 - mass vax definition
- Inventory**
 - manage inventory
 - manage orders
 - manage transfers
 - shipping documents
 - request transaction sum
 - request vaccine usage
 - request wasted/expired
 - inventory report
 - vaccine accountability

The main content area shows the following announcements:

NEW	Date	Link
NEW	12/20/2013	URGENT
NEW	12/02/2013	FluMist Replacement program
NEW	10/22/2013	test for all orgs
NEW	10/10/2013	test for all providers
NEW	09/27/2013	What's New in the NCIR?
NEW	08/30/2013	Vaccine Status Update
NEW	08/09/2013	test
NEW	05/28/2013	VIS date for HPV updated
NEW	02/26/2013	2013 NC Immunization Conference
NEW	02/25/2013	Vaccine Coordinator Contact Verification Report
NEW	02/07/2013	Need Continuing Education Credits?
NEW	01/31/2013	Impact of Power Outages on Vaccine Storage

A blue arrow points to the 'Manage Transfer' link in the announcements list.

Lot Number: C3818AA Vaccine Name: Dtap-Hib-IPV Trade Name: Pentacel Expiration Date: 01/15/2013
All expired state-supplied inventory must be transferred to the state.
Please transfer this inventory to the State via the manage transfer menu option.

Note: There are additional expired lots in inventory.

OK

You should get a pop-up for the expired vaccine. Click OK

Manage Transfer

Create a New Transfer....

Return to Manage Transfer Screen....

Click New Transfer

New Transfer

Cancel

Transfer List

New Transfer

Sending Site

Pirate Pediatrics

Save

Internal Receiving Site

Click Transfer All Expired

Transfer all Expired

Receiving Organization

Cancel

Note: Only those sites or organizations which have inventory set up are displayed.

Reminder: A Wasted/Expired report must be included with the shipment of expired or wasted state inventory to the State. To request a report; select the request wasted/expired link from the main menu after the ship date is entered on the Ship Transfer screen.

Edit Transfer: Create Date 01/22/2014

Sending Site

Pirate Pediatrics

Save

Internal Receiving Site



or

Packing List

Label

Receiving Organization

VACCINE DISTRIBUTION



Finish Trans

Ship

Cancel Transfer

Note: Only those sites or organizations which have inventory set up are displayed.

Transfer Item

Remove	Transfer Quantity	Trade Name	Vaccine Group	Lot Number	Quantity Available	Active	State	Expiration Date	* Preventive Action
<input type="checkbox"/>	10	Boostrix	Td - Tdap/Pertussis	AC52B056BB	10	N	Y	07/01/2012	
<input type="checkbox"/>	7	Boostrix	Td - Tdap/Pertussis	AC52B060CA	7	N	Y	09/17/2012	

Verify that the number of doses that you are physically sending back matches EXACTLY what the NCIR says you have.

- If it matches, then move to the next step.
- If the numbers **DO NOT** match, adjust the Transfer Quantity to the number that you will be **PHYSICALLY** sending back. You will then need to call the NCIR Help Desk at 877-873-6247 and ask them to remove the excess doses from inventory.

Transfer Item

Remove	Transfer Quantity	Trade Name	Vaccine Group	Lot Number	Quantity Available	Active	State	Expiration Date	* Preventive Action
<input type="checkbox"/>	10	Boostrix	Td - Tdap/Pertussis					07/01/2012	Unable to use before Exp

Enter a Preventive Action

Sending Site

Pirate Pediatrics

Click Save

Save

Internal Receiving Site

or

Receiving Organization

Packing List

Label

Finish Trans

Ship

Cancel Transfer

Note: Only those sites or organizations which have inventory set up are displayed.

Transfer Item

Remove	Transfer Quantity	Trade Name	Vaccine Group	Lot Number	Quantity Available	Active	State	Expiration Date	* Preventive Action
<input type="checkbox"/>	10	Boostrix	Td - Tdap/Pertussis	AC52B056BB	10	N	Y	07/01/2012	Unable to use before Exp

Edit Transfer: Create Date 01/22/2014

Look for Saved Successfully

^^Saved Successfully^^

Edit Transfer: Create Date 01/22/2014

****Saved Successfully****

Sending Site

Pirate Pediatrics

Internal Receiving Site

Receiving Organization

VACCINE DISTRIBUTION

Click Save

Save

Packing List

Label

Finish Trans

Ship

Cancel Transfer

Note: Only those sites or organizations which have inventory set up are displayed.

NORTH CAROLINA IMMUNIZATION PROGRAM
PACKING LIST

Shipment Date:

SHIPPED FROM

CAROLINE PEIFER RN, BSN

WAKE FOREST UNIVERSITY FAMILY PHYSI

1920 W 1ST ST

WINSTON SALEM, NC, 27103

Phone: (336) 7161274

To:

NCIR HelpDesk

VACCINE DISTRIBUTION

5601 SIX FORKS ROAD

BLDG 2, 2ND FLOOR

RALEIGH, NC, 27609

Phone: (877) 8736247

IMPORTANT NOTES ON RECEIVING VACCINES:

. Verify lot, expiration and quantity against the packing list.

Vaccine

Tdap (Boorbx - GlaxSmithKline
(SmithKline Beeckam and Glaxo
Wellcome))

Lot Number

AC52805688

Expires

07/01/2012

Doses

10 0

Cost/Dose Total Cost

\$28.54 \$285.40

Print the Packing List. You MUST do this in order to finish the transfer

Edit Transfer: Create Date 01/22/2014

****Saved Successfully****

1

Sending Site

Pirate Pediatrics

Internal Receiving Site



or

Receiving Organization

VACCINE DISTRIBUTION



Save

Packing List

Label

Click Ship

Ship

Cancel Transfer

Note: Only those sites or organizations which have inventory set up are displayed.

YOU MUST CLICK SHIP TWICE

Ship Transfer

* Enter Ship Date

01/23/2014



Click Ship

Ship

Cancel

2

*NOTE: Fields marked with an asterisk * are required.*

Transfer Between Organizations Created on 01/22/2014

The screenshot shows a software interface with a grey header bar. On the left, it says 'Manage Transfer'. In the center, a blue arrow points right with the text 'Look for this message'. On the right, the text 'Transfer Successfully Shipped' is displayed in blue. Below the header, there are two buttons: 'New Transfer' and 'Cancel'. To the left of these buttons, there are two links: 'Create a New Transfer....' and 'Return to Manage Transfer Screen....'.

It is very important when generating a transfer that you see the message **Transfer Successfully Shipped**. This lets you know that the transaction has been completed. The pop-up will not disappear until this is completed.

The documentation portion of removing Expired/Spoiled vaccine has been completed, now let's look at how to **Return** the Vaccine

Returning Expired State-Supplied Vaccine

Note: Vaccines will NO LONGER be sent back to the Immunization Branch. From this point forward, **ALL** State Supplied Expired/ Spoiled vaccines will be returned to McKesson for processing.

You will receive **TWO** things to help you ship your Expired/Spoiled vaccine back to McKesson:

1. A wasted/Expired form from an Immunization Branch Representative- this form includes a Tracking Number that is **required** to process the return.
2. A Shipping Label from McKesson- this will arrive in the mail

Immunization Branch
 Women and Children's Health Section
 Division of Public Health
 NC Department of Health and Human Services
 www.immunize.nc.gov



FAX TRANSMISSION COVER SHEET

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DATE: 02/07/2014
 TO: Nurse Betty
 FAX: 919-999-9999
 RE: Wasted / Expired Vaccine Reporting Protocol
 SENDER: Immunization Branch Representative

YOU SHOULD RECEIVE 2 PAGE(S), INCLUDING THIS COVER SHEET. IF YOU DO NOT RECEIVE ALL THESE PAGES, PLEASE CALL 919-707-5550

Please Follow These Steps to Return Expired/Spoiled Vaccine to McKesson

1. Keep the attached Wasted/Expired form to include in your shipment of Expired/Spoiled vaccines that are being returned to McKesson. McKesson **MUST** have the Transaction ID # to process the return.
2. Wait for your shipping labels to arrive from McKesson—they have been ordered and will arrive in 7-10 Days (see example below)



Envelope containing
the shipping labels
will look like this



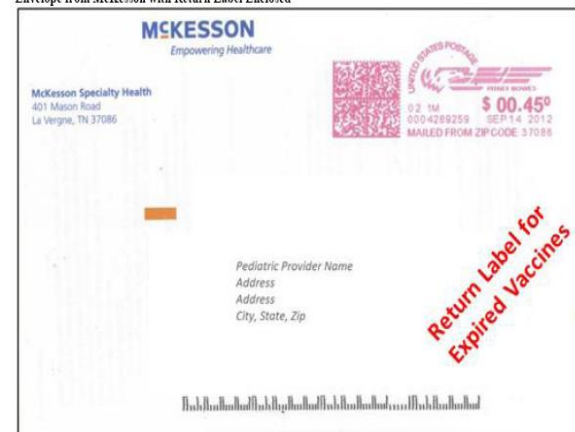
Shipping labels
will look like
this

3. When labels arrive place the Expired/Spoiled vaccine along with the attached Wasted/Expired form in box to be shipped back to McKesson.
4. Attach the Shipping Label to the outside of the box and let UPS pick-up.

*If you do not receive your shipping labels in 7-10 Days, please call 1-877-873-6247 press option 5

**Fax Instruction Sheet from the
Immunization Branch will look like this**

Envelope from McKesson with Return Label Enclosed



**Envelope containing the
shipping labels will look like this**



Return Label

**Shipping labels will
look like this**

Returning Expired/Spoiled Vaccine

Step 1: Report Expired/ Spoiled Vaccine in the NCIR

START HERE

Is the state supplied vaccine that needs to be returned physically **ON HAND**?

NO

You will need to contact the NCIR Help Desk and ask them to remove the expired doses from the NCIR. The Help Desk can be contacted by phone at 877-873-6247 or you can send an email to ncirhelp@dhhs.nc.gov. If you choose to use email please include the name of your organization along with the (1) Trade Name (2) Lot Number (3) Expiration Date (4) Quantity that needs to be removed.

YES

Do the number of doses in the NCIR match the amount that you physically have to return?

NO

Transfer back the CORRECT number of doses

- Click Manage Transfer
- Click New Transfer
- Click Transfer All Expired
- Adjust the Transfer Quantity to the correct number of doses that are being sent back to McKesson and enter a Preventive Action
- Click Packing List
- Click Save
- Click Ship and then Ship again

Call the NC Help Desk at 877-873-6247 to have them remove the remaining doses in the NCIR.

YES

Transfer back the vaccine through the NCIR

- Click Manage Transfer
- Click New Transfer
- Click Transfer All Expired
- Enter a Preventive Action
- Click Packing List
- Click Save
- Click Ship and then Ship again

Step 2: Ship vaccine back to McKesson (1) Include the Wasted/Expired Report provided by the Immunization Branch (2) then use the labels provided by McKesson

If you have questions
call 877-873-6247
Option #5

There is a cheat sheet that can be posted to your refrigerator on our website www.immunize.nc.gov

Click the Link for Healthcare Providers

HEALTHCARE PROVIDERS

Scroll Down to Additional Resources

Additional Resources:

- [North Carolina Immunization Registry FAQ Sheet](#) (PDF, 86 KB)
- [Quick Reference Guide](#) (PDF, 1.53 MB)
- [New Client Form](#) (to be used as contingency form in the event of NCIR outage)
- [New Client Form](#) (Spanish)
- [Steps to Create a User ID](#) (PDF, 166 KB)
- [Steps to Create a Shortcut](#) (PDF, 152 KB)
- [NCIR Pharmacy Trainer Self-Study Module](#)
- [NCIR Pharmacy Training Webinar for Store Users](#)
- [Typical User Test](#) (PDF, 437 KB)
- [Admin User Test](#) (PDF, 348 KB)
- [Immunizing Pharmacists FAQ's](#)
- [Returning Expired/Spoiled Vaccine Cheat Sheet](#) (PDF, 269 KB)

Look for this Cheat Sheet